



EFFICIENCY
GROWTH
PERFORMANCE MANAGEMENT

ESPECIALLY FOR SMALL BUSINESS...

Revenue Growth, Efficiency & Customer Experience

CUSTOMER SERVICE + INSIDE SALES + SUPPORTING BACK OFFICE



Are you afraid to step away from your business...

For even just a minute?

- Are your operations chaotic or disorganized at times?
- Are your people always rushed, everything is last minute?
- Do you sense that your operations are expensive?
- Is your level of service inconsistent? Are sales erratic?
- Is your Operations (General) Manager letting things slip?

Introducing the Operations Audit...

For Customer Service, Inside Sales & supporting Back Office departments

PURPOSE Identify ways to improve revenue, handle more contacts & process more work while enhancing Customer Experience... without cutting jobs or capital investment!

GUIDING PRINCIPLES

1. If you don't measure, you can't manage.
2. Measures provide base performance standards for making people accountable

METHOD A short and inexpensive assessment method premised on Lean Six Sigma and Kaizen continuous improvement to identify the extent of the potential efficiency and revenue opportunities.

It includes a review of over 20 Key Business Drivers including:

- | | | |
|----------------------------|--------------------------|--------------------------------|
| ✓ Strategic Direction | ✓ Training | ✓ Telecom & Technology |
| ✓ Contact Types by Channel | ✓ Scheduling | ✓ Contact Flow & Queuing |
| ✓ Volumes by Channel | ✓ Performance Management | ✓ Financial |
| ✓ Workflow | ✓ Metrics & Targets | ✓ Reporting |
| ✓ Compensation & Staffing | ✓ Complaints Process | ✓ Contact Monitoring & Quality |

If your agents are multi-tasking, the odds are that you're missing out when it comes to productivity.

- **What is the current cost per contact minute / contact / transaction)?**
- **Do you have the right people doing the right things?**
- **Are you measuring and reporting on back-office work?**
- **Are you fully utilizing your technology?**
- **How does all of this impact the Customer Experience?**

SINCE 1996 We have been doing this for 2 decades and we have numerous examples to share.

An Offer You Can Take to the Bank...

✓ **200% ROI Guarantee**

Reduce costs & improve sales while improving Customer Experience.

\$2-\$10 of savings for every \$1 spent with us.

When we implement



Call Today!



Efficiency, Growth & Performance Management

(416) 498-9440

www.ericyoungassociates.com

CONTACT CENTER + EFFICIENCY CONSULTANTS

- ✓ Operations Efficiency Audit
- ✓ Learn our Method/Do it Yourself
- ✓ Operations Interim Management
- ✓ Transition Service (Cost) to Profit Center
- ✓ Training
- ✓ Quality Monitoring
- ✓ Vendor Management
- ✓ Sales Campaign Design
- ✓ SME Recruiting



EFFICIENCY
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MEASURE SO YOU CAN MANAGE...

Treat Yourself to a Back-Office Lean Six Sigma Audit



CONTACT CENTER + SUPPORTING BACK OFFICE

Back Office activity is rarely measured or managed to the same extent as a contact center...

Why Not?

ERIC YOUNG ASSOCIATES®, known for the Contact Center Audit is now introducing a similar Assessment that targets Back Office departments – Now two Audit types!

✓ An Untapped Source for Efficiency Gains

Out of 11 Contact Center efficiency Audits, not one organization measured, managed or even questioned activity occurring in their Back Office departments.

Is your back office efficient?

- Do you measure Back Office production, quality, cycle time & error rates?
- Are there service metrics or standards?
- Is there redundant work?
- Are there multiple hand-offs?
- Are procedures time consuming?
- Do you ever have to pay overtime?
- Do you ever experience a backlog?
- What is the process capability?
- What is the cost per activity/transaction/case?
- Does Back Office work affect the quality of customer service provided by the contact center?

✓ Improve Customer Experience

METHOD

A Six Sigma efficiency expert will objectively analyze your operations using a very short proprietary assessment process.

- **Baseline & benchmark the cost per case/transaction etc.**
- **Establish process cycle time for 2 critical processes**
- **Calculate the waste**

- ✓ Duration – 2-3 weeks
- ✓ 2-3 days on-site
- ✓ Value Stream Map
- ✓ Brainstorming session
- ✓ 1/2 day Kaizen Event (covers 2 critical processes within 1 functional area)
- ✓ Final Report including prioritized opportunities + macro-level roadmap

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When we implement



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Proven Results

- ✓ 100% achieve results without capital investment
- ✓ 200% average ROI
- ✓ Saved millions of OPEX dollars since 1996
- ✓ 95% of our clients either use us again or refer us



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